

MOTION BY SUPERVISOR YVONNE B. BURKE

MAY 2, 2006

The County of Los Angeles' increased reliance on information technology to manage our human resources requires that all confidential employee information be adequately stored in order to prevent unauthorized access that could lead to identity theft. Unfortunately, a recent incident at the Department of Community and Senior Services (CSS) has highlighted what appears to be a serious flaw in our policies and practices of maintaining confidential employee records on portable laptop computers and other devices. Specifically, a CSS laptop containing confidential employee records was recently stolen --- giving rise to the potential for abuse of the sensitive data which it contained.

While to date no specific acts of identity theft have been attributed to this occurrence, the incident does raise several issues pertaining to the County's policies for maintaining sensitive information in a format that is easily portable. For example: Should any confidential employee records be stored on portable computers as opposed

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to permanently secured equipment? Should off-site access be strictly limited to secure web or dial-in access instead of confidential records residing on a portable device? Should such data be encrypted to prevent unauthorized access in the event of loss or theft of the equipment? Is there a standard countywide policy as it pertains to access, storage and portability of confidential employee and other individual records?

Given the possible magnitude of harms that might result from the breach of confidential employee records and information, it is imperative that the County carefully examine its policies to prevent and/or mitigate the possibility of future breaches.

I THEREFORE MOVE THAT the Board of Supervisors Direct the Chief Administrative Officer (CAO), the Chief Information Officer (CIO), the Auditor-Controller (AC), the Director of the Department of Human Resources (DHR) and the Director of Consumer Affairs (CA) to jointly review existing county policies pertaining to the storage and portability of confidential employment records in order to assess the potential for breach and/or unauthorized use. Such assessment should include but not be limited to the development of rapid response credit bureau reporting protocols, as appropriate, in the event of theft or loss of confidential data;

I FURTHER MOVE THAT this Board instruct the Director of Community and Senior Services(CSS) to review the recent incident involving the breach of confidential employee records at CSS in order to develop a corrective action plan, including but not limited to any disciplinary action(s), if appropriate, and employee training on the subject

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matter of handling confidential records;

FINALLY, I MOVE THAT this Board direct the CIO, AC, Director of DHR, Director of CA and the Director of CSS, with oversight by the CAO, to jointly report back their findings and recommendations to improve the security of confidential employee (and other individual) records relevant to the issues described herein within 30 days.

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